

ATTACHMENT A

Instructions to Cable Operators Completing the Form 500 Annual Consumer Complaint Form, Electronic Copy

Cable operators should prepare their annual complaint Form 500 form on the electronic format provided by the Cable Division. Operators unable to file electronically should contact the Cable Division prior to the due date to arrange to make a paper filing. **The Form 500 is due on January 31st of each year.** This filing should contain data compiled during the previous calendar year.

I. INSTALLATION:

Requirements: This application requires a Windows 95, Windows 98 or Windows NT operating system.

Installation Instructions: To install the application, select "Run" from the Start Menu. Browse to the CD-ROM directory and select "setup.exe" from the CD-ROM.

The default directory for installation is C:\Program Files\Form 500. If the application is installed in any other directory it will not run correctly.

During installation the user will be prompted to select a typical, custom or minimal installation. The custom option should not be selected, either of the other options is acceptable.

***** IMPORTANT FORM 500 INSTALLATION INFORMATION:**

There is a slight chance that some users may get a message that the *installation of the application did not complete correctly*, when in fact it did. Here's a **short workaround** that will put the application on your Windows desktop so you can run it:

- Right mouse click on your Windows desktop
- Select "New" then "Shortcut"
- Type in the following command into the "command line":
"C:\Program Files\Form 500\F500app.mdb"
- Click "Next"
- Type in "Form 500" for the prompt for "Select a name for the shortcut"
- Click "Finish"

The shortcut that you have created will start and run the database.

The Internet website for software instructions/fixes/upgrades is
<http://www.state.ma.us/dpu/catv/form500.htm>

Technical questions on the installation should be directed via email to james.ahola@state.ma.us

II. INSTRUCTIONS FOR ELECTRONIC FILING:

STEP 1 - ENTER OPERATOR DATA

Click the Step 1 button on the main menu and enter the following data:

1. Operator Name.

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2. Cable operator's address (if there is no second line in the address, be sure to leave the field blank) City, State and Zip Code.
3. Operator contact person (i.e., the person responsible for the preparation of this filing).
4. Contact person's Telephone and FAX numbers (for Form 500 purposes).
5. Contact person's Email address (for Form 500 purposes), if applicable.

When finished, click the "Save Data" button.

STEP 2 - ENTER FRANCHISE DATA

A. Click the Step 2 button on the main menu. Locate all municipal franchises to be included in the annual filing. In the served column for those franchises, double-click on the word "no," until it changes to "yes". Do this for each franchise you wish to include, then click the "continue" button.

B. In the "Franchise Data" form, enter the number of subscribers and consumer contact telephone numbers for the franchise indicated. When this is done click the "Save Record and Enter Next" button. Do this for each franchise to be included in the filing. A message will appear when you have entered data for all the franchises selected in step "B."

STEP 3 - ENTER COMPLAINT DATA

To enter complaint data click the Step 3 button on the main menu.

A. To select a community for entering complaint data, click the arrow next to the data field and select the following:

1. Filing year
2. Town/City for which this form is being filed

* Note - Step 3 must be repeated for each community included in this filing.

B. Next, provide the following data for the type of complaint listed, for each franchise you are reporting:

1. Total number of complaints of this type within the filing period. **The filing period is always annual.**
 2. The average number of subscribers affected by this type of incident/complaint within the filing period, if applicable (this refers specifically to service interruptions, but may apply to categories added by the operator).
 3. Average time to resolve complaints of this type during the filing period. Select only one button.
 4. Manner of Resolution. Please enter the number of complaints resolved in each applicable manner for the type of complaint indicated.
- When this data has been entered for a particular Municipality and Year, click the "Add Complaint Record" button.
 - The Municipality/Year will remain the same, but the complaint type will automatically change to the next type.
 - For each Municipality/Year, enter information regarding every applicable complaint type. If a complaint type for which you have no complaints appears, click the "Skip this Complaint Type" button.
 - When recording complaints in the "other" category, you must provide a brief description (under 80 characters) of the complaint.

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- When you have finished entering data for a Municipality/Year, click the “Close Form” button. If you wish to enter data for a different Municipality/Year, click the third button on the main menu again.

STEP 4 – SERVICE INTERRUPTION DATA

1. Go to the main menu and click the "Step 4" button.
2. Select the municipality and year of filing for entering service interruption information
3. Enter the date of the service interruption
4. Enter the number of subscribers affected by the service interruption
5. Select the average resolution time for this service interruption

STEP 5 - EDITING COMPLAINT DATA (If Necessary)

6. Go to the main menu and click the "Edit Data" button.
7. Press the down arrow on the record field and select the record you wish to edit. You may manually enter the year to narrow your search.
8. After you have selected the record, press the "Edit Record" button.

Note - If you would like to enter data for a complaint type that you skipped in Step 3, you must return to Step 3 to add that information. This can be done without effecting other data previously entered in Step 3.

STEP 6 – EMAIL/PRINTING REPORTS AND SAVING DATA TO DISK

The Form 500 filing should be sent to the Cable Division via Email whenever possible. Email the mdb file (created on your floppy in Access'97) to Andrea.Nixon@state.ma.us.

To print a hard copy or to save a filing to a floppy disk:

1. Click the "Save or Print" on the main menu.
2. Enter the year of the record you would like to see.
3. If you are saving a filing to disk, put a blank 3.5” floppy in the A:\ drive. Click the “Save Report to Disk” button to store a filing on disk. Any existing Form 500 data on this disk will be overwritten, so a new floppy should be used.
4. **If you cannot send the report via Email, save a copy for yourself, and send completed disks to:**

Massachusetts Department of Telecommunications and Energy
Cable Television Division
One South Station
Boston, MA 02110

5. Click the “print report” button if you want a hard copy. If you are printing a hard copy, enter the name of the community for which you would like a copy. If you would like a hard copy of all the communities within the filing period, leave the community field blank.

Technical questions regarding the Form 500 program should be directed via email to james.ahola@state.ma.us. All other questions can be directed to the Cable Division at M cable@state.ma.us.

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Operators unable to make an electronic copy should contact the Cable Division prior to the due date to arrange to make a paper filing.